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ASSOCIATION FOR RETARDED CITIZEN'S  
DELIWORKS CAFETERIA

by

Suzanne M. Malo

A project submitted to the  
Faculty of the School of Food, Hotel and Travel Management  
at  
Rochester Institute of Technology  
in partial fulfillment of the requirements  
for the degree  
of  
Master of Science

September, 1990

**ROCHESTER INSTITUTE OF TECHNOLOGY**  
**School of Food, Hotel and Travel Management**  
**Department of Graduate Studies**

**M.S. Hospitality-Tourism Management**  
**Presentation of Thesis/Project Findings**

Name: Suzanne M. Malo Date: 8/19/92 SS#: \_\_\_\_\_

Title of Research: Association For Retarded Citizen's Deliworks Cafeteria  
Policies & Procedures Manual

Specific Recommendations: (Use other side if necessary.)

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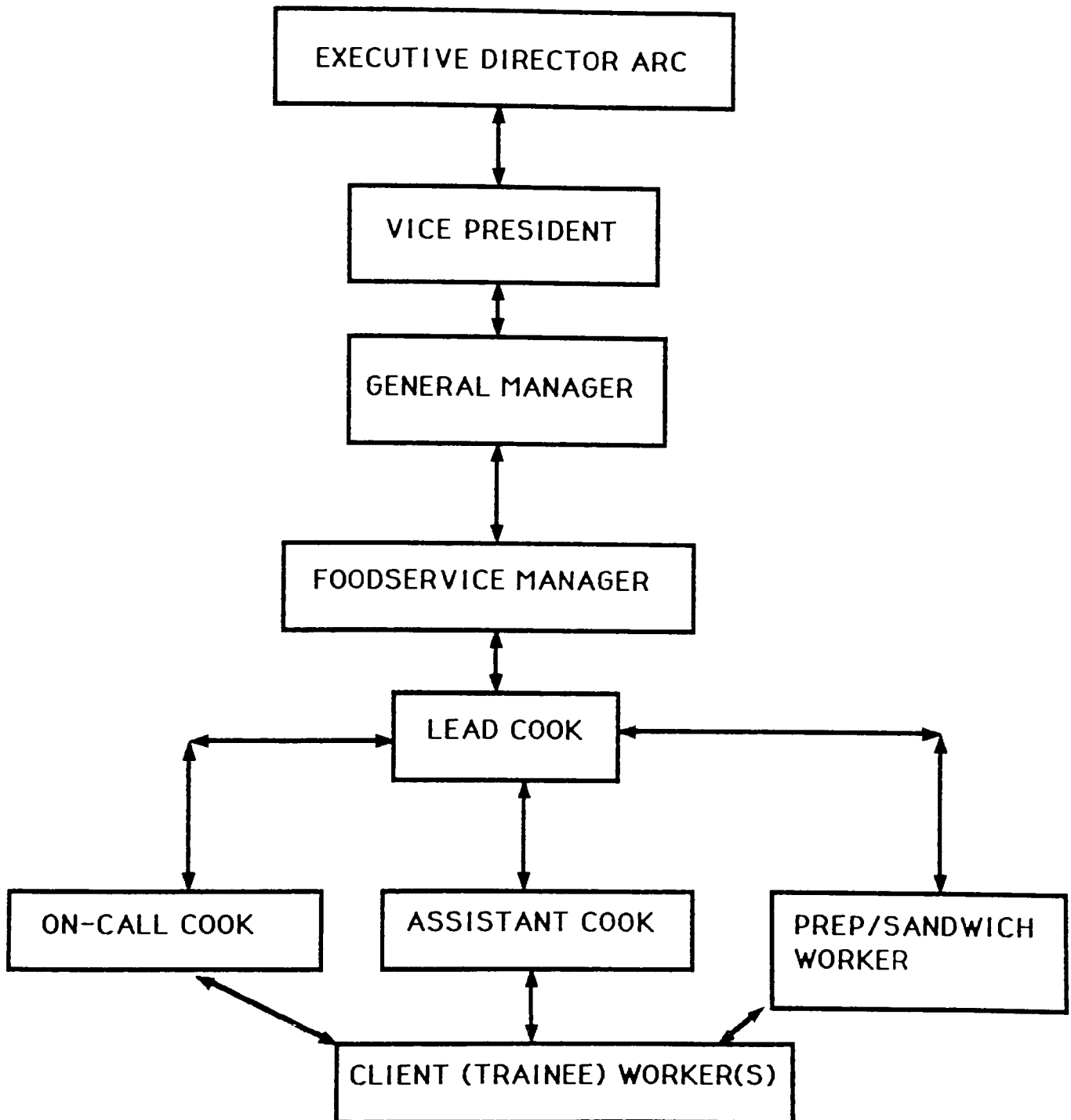
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## INTRODUCTION

This manual states the Policies & Procedures of the Association for Retarded Citizen's Deliworks Cafeteria. It was designed to be a flexible document which will be adapted and/or revised by the foodservice manager to reflect changes in regulations, policies, and operational procedures. Any other refinements and improvements made will be done in order to enhance service, delivery, or accommodate program changes. It was also developed to serve as a reference, to inform, and to assist all personnel in carrying out their duties in the foodservice operation. If there are any questions, they should be brought to the attention of the foodservice manager.

# DELIWORKS ORGANIZATIONAL CHART



DEFINITION

The Association for Retarded Citizen's Deliworks Cafeteria is a foodservice operation which serves breakfast and lunch five days per week, (Monday - Friday) throughout the year. Deliworks Cafeteria is available to all staff who work in the Al Sigl Center Building, and to all clients who attend various programs in the building. It is also the responsibility of the Deliworks Cafeteria to handle all catering events which take place throughout the building on a weekly basis.

### GOALS & OBJECTIVES

The primary goal for ARC Deliworks Cafeteria is to provide skilled training and practical experience in foodservice for developmentally disabled people. In satisfying that goal, Deliworks operates and maintains a cafeteria that produces high quality food at a competitive price. The Deliworks Cafeteria serves as a meeting place for disabled and non-disabled people who wish to partake in socialization during break times. The cafeteria provides a pleasant and relaxing atmosphere, that encourages integration among staff and clients.

OPENING PROCEDURES

6:30 - 7:00 A.M.

- I. Begin Daily Breakfast Set-Up
  - A. Prepare regular & decaffeinated coffee in urn.
  - B. Arrange donuts and muffins on a tray and display under glass shelves.
  - C. Collect assortment of breads and place by toaster for breakfast food orders.
  - D. Arrange the following p.c.'s in appropriate container for customer usage: peanut butter, jelly, cream cheese and butter.
  - E. Prepare orange juice.
  - F. Display instant teas and hot cocoa for customer usage.
  - G. Place cash in register.
  - H. Turn stereo on.
  - I. Stock the following condiments, paper products, and plastic products in appropriate bins:

condiments (p.c.'s)

salt/pepper  
creamers  
sweet-n-low  
sugar

paper/plastic

teaspoons  
knives  
forks  
soup spoons  
napkins  
straws  
cups/lids - assorted sizes  
stirrers

OPENING PROCEDURES

(cont.)

- II. Rotate milk in cooler (FIFO - first in first out), and restock milk.
- III. Begin set-up for coffee service; coffee service times = 8 am, 10 am, and 2 pm.
- IV. Start preparing for the daily breakfast catering or baking.

CLOSING PROCEDURES

1:30 - 2:30 P.M.

- I. Turn off all equipment and unplug them in preparation of cleaning process.
- II. Break down sandwich cart; wrap, label and date each food item for immediate refrigeration.
- III. Break down steam table; cool all hot items in a shallow pan by placing pan in an ice bath/water to bring temperature down quickly.
- IV. Wrap leftover donuts and muffins individually, and place on back kitchen counter.
- V. Refrigerate the following items (p.c.'s) in glass cooler: ketchup, mustard, vinegar, relish, mayonnaise and assorted dressings.
- VI. Scrub down grill and remove grease from collector.
- VII. Skim off food particles from fryer oil.
- VIII. Wipe down tray line with cleaning/sanitizing solution.
- IX. Wipe down condiment counters with cleaning/sanitizing solution.

CLOSING PROCEDURES

1:30 - 2:30 P.M.

(cont.)

- X. Empty coffee machine and scrub out with brush and hot water.
- XI. Transport dirty dishes and utensils to dishwasher for cleaning.
- XII. Clean and sanitize all counters in the kitchen.
- XIII. Clean out and sanitize all sinks in the kitchen.
- XIV. Sweep floors in cooler and freezer.
- XV. Wipe down all service carts with cleaning/sanitizing solution.
- XVI. Clean all tables and chairs in cafeteria and staff lounge with cleaning/sanitizing solution.
- XVII. Perform daily cleaning/sanitizing tasks as outlined in manual  
(p. 9)



CLEANING SCHEDULE

DAILY TASKS

- I. Using cleaning/sanitizing solution do the following:
  - A. clean all tabletops and chairs in cafeteria and staff lounge
  - B. clean all work counter tops in kitchen
  - C. clean the following pieces of equipment: mixer, steamer, soup kettle, meat slicer and can opener
  - D. clean all sinks
  - E. clean all service carts
  - F. empty and clean steam table
  - G. clean tray line
- II. Scrub grill, clean wall behind grill area and degrease range top.
- III. Sweep floors in cooler and freezer.
- IV. Empty and clean coffee urn with brush and hot water.
- V. Wipe down toaster and empty crumb tray.

CLEANING SCHEDULE

WEEKLY TASKS

- I. Using cleaning/sanitizing solution do the following:
  - A. clean underneath all counters and table in kitchen
  - B. clean all shelves not used on a daily basis
  - C. clean all shelves inside glass cooler
  - D. clean the inside of all drawers located at work stations
  - E. clean spice shelf and wipe spice containers off
  - F. clean microwave oven - inside and out
- II. Sweep and mop all floors in cooler and freezer.
- III. Clean all glass with glass cleaner.
- IV. Remove used oil in deep fat fryer and dispose of (in empty metal can) - replace with new oil.
- V. Clean coffee urn with appropriate chemicals.
- VI. Clean grease trap located under grill.
- VII. Clean hood filters.

CLEANING SCHEDULE

MONTHLY TASKS

- I. Clean and sanitize ice machine.
- II. Clean inside of oven with oven cleaner.
- III. Empty condiment buckets and wash in dish machine.
- IV. Dust all woodwork with Murphy's Oil Soap

FOODSERVICE PERSONNEL

I. GENERAL STATEMENT

A. Policy:

The foodservice shall have an adequate number of appropriately qualified individuals to meet the needs of the patrons served. Adequate staffing is determined by the ARC administration in consultation with the foodservice manager. The foodservice operation consists of a manager, lead cook, assistant cook, prep cook and client (trainee) worker(s).

B. Procedure:

The foodservice manager is responsible for the management of the cafeteria which includes: planning and writing all menus, ordering all food and supplies, supervising preparation of food, handling and storage of food and disposal of food. The lead cook supervises the kitchen staff. The cooks prepare the food according to accepted food standards.

II. JOB DESCRIPTION

A. Policy:

There is a job description for every foodservice employee. This job description includes a written record of all duties, responsibilities and requirements for each job.

B. Procedure:

Foodservice job descriptions are written by the foodservice manager. Periodically the job descriptions are reviewed, evaluated and rewritten.

JOB DESCRIPTION

FOODSERVICE MANAGER

A. Job Summary

The foodservice manager is supervised by the general manager and the executive director. The manager is responsible for the daily organizational and operational duties associated with running a foodservice operation. The manager supervises all staff and attends to kitchen duties as required for smooth operation.

B. Duties and Responsibilities

- Manages all cash and financial records for the operation.
- Plans all menus and prepares standardized recipe cards.
- Prepares all food orders and purchases all food and non-food items for the operation.
- Conducts a monthly inventory of food and non-food items, and practices appropriate food and labor cost controls related to the operation.
- Supervises lead cook, assistant cook, prep/utility worker and any additional Deliworks employees.
- Coordinates all breakfast and lunch catering events.
- Assists in the development of training schedules for "client" workers and evaluates the performance of "client" workers.

JOB DESCRIPTION

LEAD COOK

A. Job Summary:

The lead cook is supervised by the foodservice manager. The lead cook is responsible for: morning opening procedures, preparation of lunch specials and grilled food items, and catered event orders. The lead cook also assumes the position of crew leader when any additional staff are required for the smooth operation of the cafeteria.

B. Duties and Responsibilities:

1. Performs morning opening procedures and prepares special lunch menu items.
2. Prepares catering orders and assembles food carts (breakfast/lunch) for service.
3. Manages the operation in the absence of the foodservice manager.
4. Works cooperatively and collaboratively with other foodservice staff in carrying out assigned responsibilities.
5. Follows directions and learns from foodservice manager in the areas of quantity cooking, inventory control, and cost control.
6. Cleans equipment as designated and maintains high sanitation standards in all areas of food preparation and storage.
7. Supervises the kitchen staff, and inspects work completed.

JOB DESCRIPTION

ASSISTANT COOK

A. Job Summary:

The assistant cook is supervised by the foodservice manager and the lead cook. The assistant cook is responsible for the daily breakfast set-up and the preparation of all morning food orders.

B. Duties and Responsibilities:

1. Assists lead cook in the preparation and serving of lunch food orders.
2. Assists in the break down and cleaning procedures at the end of each day.
3. Assists with the preparation of breakfast and lunch catering orders.
4. Assumes the duties and responsibilities of lead cook in the event of his/her absence.
5. Works cooperatively and collaboratively with other foodservice staff in carrying out assigned responsibilities.

JOB DESCRIPTION

PREP/UTILITY WORKER

A. Job Summary:

The prep/utility worker is supervised by the foodservice manager and the lead cook. He/she is responsible for minor food preparation and the daily cleaning of tables, chairs, pots, pans and dishes.

B. Duties and Responsibilities:

1. Washes all dishes, pots, and pans throughout the day.
2. Assists in the preparation of food as directed by the lead cook.
3. Cleans equipment as designated and maintains high sanitation standards in all areas of food preparation and storage.
4. Assists in the break down of catered event carts, and attends to the proper storage of left over food.
5. Works cooperatively and collaborates with other foodservice staff in carrying out assigned responsibilities.



FOODSERVICE PERSONNEL

(cont.)

III. HIRING

A. Policy:

ARC is an equal opportunity employer hiring without regard to age, sex, race, color, creed, national origin, disability or marital status. ARC has an Affirmative Action Program. For more information regarding personnel policies, employment process, termination of service, grievance procedure, fringe benefits, and working conditions, refer to the Personnel Office for a copy of ARC Personnel Policies. All staff shall receive a copy of ARC Personnel Policies.

B. Procedures:

Applicants are pre-screened by a personnel staff member. The foodservice manager then interviews these pre-screened applicants and makes a final decision on hiring. ARC job benefits and policies governing conditions of employment are explained to an applicant by a personnel staff member. Staff are expected to read the Personnel Policies. All staff are required to complete the I-9 form.

IV. EMPLOYEE WORK HOURS

A. Policy:

The Agency's programs operate 52 weeks a year. The work week for Deliworks shall be 8 hours per day, five days per week (40 hours) with one half hour for lunch daily, scheduled within the cafeteria business hours of 7:00 a.m. until 3:00 p.m.

FOODSERVICE PERSONNEL

(cont.)

B. Procedure:

An employee is considered full-time if he/she works 37 1/2 hours per work week or more. An employee is considered part-time if he/she works a minimum of 20 hours but less than 37 1/2 hours per work week.

V. EMPLOYEE WORK SCHEDULES

A. Policy:

The foodservice manager prepares all foodservice work schedules.

B. Procedures:

Work schedules will be posted in the kitchen. Completed work schedules will be kept on file for a minimum of one year.

VI. HEALTH EXAMINATIONS

A. Policy:

All new employees shall undergo a pre-employment physical examination by the physician of their choice. He/she will be reimbursed by the Agency at an agreed amount.

B. Procedures:

New employees will present a physician's written confirmation of physical examination.

FOODSERVICE PERSONNEL

(cont.)

**VII. PERSONAL HYGIENE**

A. Policy:

Personnel with good personal hygiene and clean habits are essential to sanitary food preparation and services.

Good personal hygiene practices reduce the likelihood of contaminating food, beverage and food contact surfaces of equipment, utensils, or single-service articles.

B. Procedures:

1. No person, who is infected/infectious with any disease communicable through food, water, or by utensil; or who is a carrier of such disease; or who has suppurating lesions on arms, hands, face or other exposed parts of the body; or who is suffering from periods of vomiting or diarrhea or persisting coughing or sneezing, shall handle food or utensils in preparation or service of food.
2. Employees shall maintain a high standard of personal cleanliness and conform to hygienic practices.
3. All employees will wear low heeled shoes, dark colored pants, clean tee shirt and Deliworks apron. All employees will wear hair nets, caps, or other effective hair restraints to keep hair from food and food contact surfaces. Employees should not smooth or comb hair, or scratch scalp while working.
4. Employees should not wear jewelry or clothing that might get caught in equipment.

FOODSERVICE PERSONNEL

(cont.)

5. Employees shall wash their hands and exposed areas of arms thoroughly with soap and warm water in an acceptable hand washing facility before starting work and as often thereafter as may be necessary to remove soil and contamination. Employees shall wash hands thoroughly after using the toilet, sneezing, coughing, eating, drinking, or otherwise soiling their hands before returning to work. Hand washing sinks (with single service towel dispensers) are available in the food preparation area and rest rooms. Hands should not be washed in dish water or in a sink where food is prepared.
6. Employees shall keep their fingernails clean, neatly trimmed, and without polish.
7. ARC Personnel Policies discuss smoking regulations on the property - refer to ARC Personnel Policies and Procedures.
8. Employees shall not eat or drink while preparing or serving foods. The consumption of food and beverage shall be restricted to designated areas where it will not result in contamination of other food, equipment, utensils or other items needing protection.

FOODSERVICE PERSONNEL

(cont.)

VIII. EMPLOYEE ORIENTATION

A. Policy:

All new employees shall receive an orientation for their job duties and responsibilities. The relationship of a new hire's job to the running of the facility as a whole will be explained, and instructions regarding proper work techniques will be discussed.

B. Procedures:

The Foodservice Manager will provide new employees with the following:

1. The purpose of the operation and the need it fills in the foodservice operation.
2. A copy of the written policies governing conditions of employment.
3. A written copy of job benefits, such as vacation days, sick days, holidays, social security, insurance, pay days, etc.
4. A tour of the facility.
5. An introduction to other employees.
6. A written copy of their job description, work schedule, days off, meal periods and coffee breaks.
7. On-the-job instruction and adequate supervision to enable them to perform job duties thoroughly and efficiently.
8. A timetable in which they can reasonably expect to have mastered the job duties.

FOODSERVICE PERSONNEL

(cont.)

VIII. EMPLOYEE EVALUATION

A. Policy:

Permanent staff shall receive a written performance evaluation by their immediate supervisor prior to each anniversary date in their present position.

B. Procedures:

The employee will be given opportunity to comment on the evaluation which shall also become part of his/her personnel file.

## IN-SERVICE TRAINING

### I. FOODSERVICE PERSONNEL

#### A. Policy:

Everyone in the foodservice department should receive regularly scheduled in-service training to ensure:

1. Improvement of employee work performance with subsequent financial savings.
2. Increased employee sense of involvement, security, recognition and loyalty.
3. Decreased staff turnover.
4. Increased knowledge of safe food handling, sanitation, and efficient work methods.

#### B. Procedures:

The foodservice manager conducts regularly scheduled training meetings with the foodservice staff. A permanent record of all in-service training meetings held including a roster of those attending and subject matter shall be maintained by the foodservice manager in a log book.

## STANDARDIZED RECIPES

### **I. POLICY:**

The standardized recipe is a written formula for producing food items of good quality in a desired quantity. The three purposes in using a standardized recipe are:

- A. To determine the costs of the food item
- B. To provide a consistency of quantity
- C. To assure the product tastes and looks the same each time it is prepared. The standardized recipe file should continuously be evaluated, added to and adjusted for use by all food preparation staff.

### **II. PROCEDURE:**

The Deliworks kitchen is encouraged to maintain and use the standardized recipe files, and cookbooks. Refer to information on recipe cards regarding any adjustments to recipes.



PURCHASING FOOD AND SUPPLIES

I. FOODSERVICE

A. Policy:

The Foodservice Manager will be responsible for determining all food and foodservice supply specifications. Vendors are selected by the Foodservice Manager based on availability, service, price, quality, etc.

B. Procedure:

All food purchasing will be done according to the needs of the menus, taking advantage of seasonal foods and sales. The Foodservice Manager inventories all food and supplies. All orders for the foodservice operation are received by the Foodservice Manager or his/her designee. Supplies being delivered will be checked against the original order that was placed. The invoice will be signed as food/supplies are accepted, and corrections made as need be. Upon delivery, all foods will be stored in designated areas at proper temperatures as soon as possible.

Monthly bills will be checked against receipted invoices for all food and supplies. The bill and invoices will be sent to the Accounting Department for payment. The Accounting Department shall have on file all receipted invoices for all food and foodservice supplies purchased and received. Also on file will be records of the total quantities of food and food-service supplies used for food preparation and service.

FOOD PREPARATION AND SERVICE

I. GENERAL STATEMENT

A. Policy:

Continuous attention will be given to conserve the nutritive value, flavor, and appearance of food served at Deliworks. Attractive food will be served at the proper temperature, and in sufficient quantity and form to meet individual needs.

B. Procedures:

The Foodservice Manager is responsible for all food prepared in the kitchen by the foodservice staff and served to customers. The foodservice maintains a file on quantity cooking procedures.

II. PROPER HANDLING AND STORAGE OF LEFTOVERS

- A. Leftover food is an unused item that has not been served individually on a dish. For sanitation purposes, unused food that has been served in an open serving dish or unwrapped should not be served again. Dispose of it properly.
- B. When serving foods, serve enough food to serve one customer at a time. Refill serving dishes as necessary.
- C. Leftover food will be placed in shallow covered containers and will have the date written on the cover. Immediately refrigerate - do not wait for food to cool down.
- D. Leftover food shall be used the same day or the next day for breakfast/lunch. Use all leftover food within two (2) days. **Do not keep longer.** Dispose of properly.
- E. If the food is to be served hot, reheat thoroughly. Do not reheat twice.

EQUIPMENT LAYOUT AND LOCATION

I. KITCHEN

A. Policy:

The location and layout of the kitchen along with the type size, and placement of equipment shall make possible the efficient preparation and distribution of food.

The kitchens shall be well lighted, properly ventilated, provided with essential and proper equipment for the preparation and serving of food.

B. Procedure:

The foodservice manager will set the standards and specifications for equipment needed in the kitchen after receiving approval from the executive director and general manager.

A file is maintained by the Foodservice Manager with information on specifications and maintenance for all major and fixed foodservice equipment. All walk-in refrigerators and freezers are capable of being opened from the inside.

New equipment and utensils are to be constructed of safe materials which will not contaminate or otherwise affect food. Such materials are to be resistant to denting, bucking, pitting, chipping, distortion, cracking, and similar imperfections. Equipment and utensils are to be free from difficult to clean internal corners and crevices. Food contact surfaces are readily accessible for cleaning.

EQUIPMENT LAYOUT AND LOCATION

(cont.)

II. OPERATION AND CLEANING OF EQUIPMENT

A. Policy:

Instructions for the operation and cleaning of all equipment should be posted, as near as possible, to the equipment. When it is not feasible to post the information next to the equipment, the necessary information may be maintained in an equipment cleaning and instruction file. All necessary personnel shall be instructed in the operation and cleaning of all equipment in such a manner that will afford sanitary and safe conditions. Cleaning schedules should be posted and filed.

B. Procedures:

Instructions for the operation, care, and cleaning of each piece of equipment is usually provided by the manufacturer. If these are not available, job breakdowns will be written for the operation and cleaning of the equipment.

The Foodservice Manager is responsible for instructing all personnel in the operation and cleaning of foodservice equipment. The Foodservice Manager assigns and posts regular cleaning schedules.

SAFETY AND ACCIDENT PREVENTION

I. POLICY:

ARC Deliworks will comply with all safety regulations as set forth by the state, county, and local health department. All staff shall be made aware of the safety regulations and make every effort to learn, understand and comply with all safety rules for the protection of customers and themselves.

II. PROCEDURE:

All personnel are informed of pertinent regulations that apply to them and their handling of food, supplies, and equipment for preparation. Listed below and on the following pages are some of the safety and accident prevention rules pertaining to the environment (kitchen & cafeteria); receiving and storage of supplies; use and care of equipment; preparation and foodservice safety; and personal safety, which every employee should know and practice each work day.

FIRE PREVENTION

I. POLICY:

ARC will comply with all state and local applicable laws, ordinances, rules and regulations relating to fire protection. The kitchen shall be equipped with wall mounted, easily accessible, carbon dioxide fire extinguishers.

II. PROCEDURE:

Local fire department personnel will make periodic inspections to ensure that standards are being met and will also instruct personnel in fire safety practices, use of fire extinguishers, evacuation drills, etc.

## SANITATION

### I. REGULATIONS

#### A. Policy:

Deliworks will comply with all Sanitary and Health Regulations as set forth by the state, county, and local health departments. All staff should be made aware of and make every effort to learn, understand and comply with all safety rules for the customer's protection as well as their own.

#### B. Procedures:

All personnel are informed of pertinent regulations that apply to them and proper handling of food, supplies, and equipment for food preparation.

### II. FOODSERVICE SANITATION

Foodservice personnel need to know the basic sanitation rules in relation to the environment (walls, ceilings, floors, etc.) in which they work. It is also necessary for them to have knowledge of the sanitation rules that relate to the use and care of foodservice equipment and utensils and the proper storage and preparation of food.

FORMS AND RECORDS

**I. POLICY:**

Deliworks will maintain all records for the foodservice department as requested by government health agencies. The foodservice department will issue all forms as requested.

**II. PROCEDURES:**

These records will be kept at the point of use: Foodservice Department, Accounting Department, and Record Room, etc.



QUALITY ASSURANCE

I. GENERAL STATEMENT

A. Policy:

The Foodservice Manager is responsible for assuring that there is a planned and systematic process for the monitoring and evaluating the quality and appropriateness of service, and for resolving identified departmental problems.

B. The Foodservice Manager will periodically survey Deliworks patrons and seek their opinions regarding the quality of service. Any problems will be directed to the Foodservice Manager and they will be resolved as quickly and efficiently as possible.

### REFERENCES

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Forrest, Lewis C. Training for the Hospitality Industry. Michigan: The Educational Institute of the American Hotel & Motel Association, 1990.

Gisslen, Wayne. Professional Cooking. New York: John Wiley & Sons, Inc., 1989.

Hillside Children's Center. (1989). Dietary Policies and Procedures. Rochester, New York: Hillside Children's Center.

New York State Sanitary Code. Part 14, Subpart 14 - 1. (Foodservice Establishments). Public Health Law 225.

APPENDIX OF FORMS

EMERGENCY PHONE NUMBERS

In the event of an absence or tardiness by a Deliworks employee, the following numbers will be utilized to notify the appropriate supervisor. Notification must be given 1/2 hour prior to start time and a phone number where the supervisor can reach said employee must be given.

Denise McGlashon - Foodservice Manager

(716) 467-8773

Bobbie Shannon - General Manager

Pager (716) 464-4469

or

(716) 464-2228

Sigl Security (716) 442-4100

Extension 276

or

Page Security



INSERVICE TRAINING  
ATTENDANCE FORM

Date \_\_\_\_\_

Presented By \_\_\_\_\_

Topic:

Personnel Attending:

INSERVICE - SANITATION AND SAFETY

When Deliworks patrons enter our facility they come with a number of expectations: good, safe food, clean surroundings, and pleasant service. All food handlers must understand the need customer's have for safe food, and certain procedures need to be implemented in order to ensure food safety. A foodborne illness is a disease or injury caused by ingestion of contaminated food. The most common source of foodborne illness outbreaks is the foodservice establishment. Sanitation is the creation and maintenance of healthful conditions to prevent food contamination and meet customer's expectations. A sanitation program is directed at the elimination of foodborne illness through the reduction of opportunities for food contamination and the remedying of contamination that does occur.

THE EIGHT CAPITAL OFFENSES

1. Failure to properly refrigerate food.
2. Failure to thoroughly heat or cook food.
3. Infected employees who practice poor personal hygiene.
4. Foods prepared a day or more before they are served.
5. Raw, contaminated ingredients incorporated into foods that receive no further cooking.
6. Foods allowed to remain at bacteria-incubating temperature.
7. Failure to reheat cooked foods to temperatures that kill vegetative bacteria.
8. Cross-contamination of cooked foods with raw items either by workers who mishandle foods or through improperly cleaned equipment.

THE TEN COMMANDMENTS OF SAFE FOODSERVICE

1. Before refrigerating potentially hazardous foods, make certain an internal product temperature of 45 degrees F or less will be maintained. Cooked foods should be chilled rapidly in shallow pans either by refrigeration or in a quick-chilling unit, or in an ice water bath and stirred or agitated frequently during chilling.
2. Use extreme care in storing and handling food prepared in advance of service.
3. Cook or heat - processed food to recommended temperatures.
4. Relieve infected employees of food - handling duties and require strict personal hygiene on the part of all employees.
5. Make certain that hot - holding devices maintain food at temperatures of 140 degrees F or higher.
6. Give special attention to the inspection and cleaning of raw ingredients that will be used in foods that will require little or no cooking.
7. Heat leftovers quickly to an internal temperature of 165 degrees F.
8. Avoid carrying contamination from raw to cooked and ready-to-serve foods via hands, equipment, and utensils.
9. Clean and sanitize food - contact surfaces of equipment after every use.
10. Obtain foods from approved sources.

### PERSONAL CLEANLINESS

The most important aspect of personal cleanliness is frequent and thorough hand washing which should follow any act that offers even a remote possibility that the hands have come in contact with contaminants.

The following activities should always be followed by thorough hand washing:

- Touching areas of the body such as ears, mouth, nose, or hair, or scratching anywhere.
- Intimate contact with infected or otherwise unsanitary areas of the body.
- Use of handkerchief or tissue.
- Hand contact with unclean equipment and work surfaces, soiled clothing, wash rags, etc.
- Handling raw food - particularly meat and poultry.
- Handling money.
- Smoking a cigarette.
- Clearing away and scraping dishes and utensils.
- Eating.
- Use of the restrooms.



INSERVICE - STANDARDIZED RECIPES

I. Definition:

A standardized recipe is a set of instructions describing the way a particular establishment prepares a particular dish.

II. Structure:

- A. Name of Recipe
- B. Yield - Total Yield
  - Number of Portions
  - Exact Portion Size
- C. Ingredients and Exact Amounts
- D. Directions for Preparing Dish
- E. Preparation and Cooking Times
- F. Directions for Plating and Garnishing

III. Function:

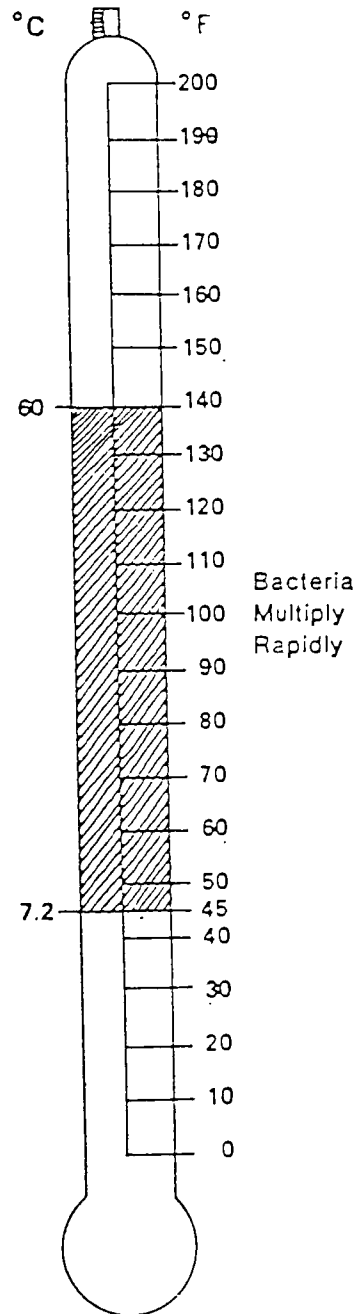
Deliworks recipes are used to control production. They do this in two ways:

- A. Control of Quality - standardized recipes are detailed and specific in order for a product to be the same every time it is prepared and served, no matter who prepares it.
- B. Control of Quantity - standardized recipes indicate quantities for each ingredient and indicate exact yield and portion sizes.

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THE TEMPERATURE DANGER ZONE FOR FOOD:

45° to 140° F



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ENVIRONMENTAL SAFETY

1. Keep floors in good repair.
2. Keep floors clean and dry to avoid slipping. Wipe up spilled foods or liquids immediately.
3. Place floor mats in areas where needed to prevent slipping.
4. Keep traffic lanes, exits, and entrances clear.
5. Barricade and do not use areas that are being cleaned.
6. Close cupboard and storage doors when not in use.
7. Keep storage and kitchen areas adequately lighted.
8. Keep halls and passageways well lighted.
9. Place guards or fixtures on all light bulbs.
10. Identify danger areas, fuse boxes, and electrical outlets by marking with bright color.
11. Mark overhanging objects to prevent collisions.
12. Locate electrical cords so they do not create a hazard for personnel during the preparation and service of meals.
13. Locate electric outlets where water cannot be splashed or spilled on them.
14. Maintain good housekeeping in all storage and kitchen areas to reduce the hazard of fire.
15. Walk-in refrigerators and freezers shall have the capability of being opened from the inside.

The first requirements which should be met to provide an efficient and safe environment in which to work are good lighting and adequate ventilation. When work areas are poorly lighted, the work capacity of workers is reduced, and the probability of accidents increases.

EMPLOYEE SAFETY

1. Never attempt to lift heavy or bulky equipment beyond your physical capacity.
2. Never lift heavy objects above your height.
3. Practice proper lifting habits - lift with legs not with back.
4. Use a cart or dolly to move heavy loads.
5. Never wear jewelry or clothing that can get caught in equipment.
6. Wear low heeled shoes that are comfortable.
7. Never tease or get involved in horseplay on the job.
8. Never run in any kitchen area - watch where you are going.
9. Never use a box, crate or chair to stand on. Use a sturdy stool or ladder.
10. Report promptly any injury or accident, regardless of how minor, to your supervisor.

Employees should make every effort to learn, to understand and to comply with all safety rules for their own protection.

### RECEIVING AND STORAGE SAFETY

1. Use proper tools for the removal of nails and staples when opening boxes, cartons, crates, etc. Remove nails, do not bend them over.
2. Store heavier and bulkier materials on lower shelves.
3. Do not store materials on tops of lockers or other high storage units.
4. Wash and put away sharp knives and other sharp cutting tools immediately after each use.
5. Store mops and brooms out of the way to prevent falls.
6. Keep matches in a tin or glass container.
7. Store dish racks carefully (off the floor) so they will not topple or trip employees.
8. Use proper equipment (step ladder, etc.) when loading or unloading stored items at or above head level.
9. Store all materials at least eighteen inches away from light bulbs.
10. Do not store any unlabeled bottles or cans of such substances as soap powder or bleaching powders in the cooking area.
11. Store cleaning supplies away from food items in storage areas.
12. Label all cleaning supplies distinctly so they will not be mistaken for food items.

Keep storage areas neat and orderly at all times. Check storage areas regularly to locate unsafe conditions.



PREPARATION AND FOODSERVICE SAFETY

1. Keep handles of cooking utensils away from the edge of range to prevent accidental spilling.
  2. Use pans with flat bottoms and with handles that are securely fastened.
  3. Use only dry clothes, towels, mitts or pot holders to handle hot utensils.
  4. Use tongs or a basket to lower food into hot fat.
  5. Spread salt or place a cover over the flame if fat catches fire.
  6. Cut away from the hands or body when using a knife.
  7. Do not attempt to catch a sharp knife. If it falls, get out of the way. Handle knives carefully, with dry hands, to prevent slipping.
  8. Dry a sharp knife with the blade away from you.
  9. Use the right knife for the right job.
  10. Avoid over-filling containers with liquids or hot food.
  11. Stir foods with long handled utensils to prevent burns.
- Convenient work areas for the preparation and service of food should be provided for kitchen employees. Work areas should have all the necessary equipment to enable employees to perform their job responsibilities in a safe and sanitary manner.

SAFE USE AND CARE OF EQUIPMENT

1. Keep stove top, hood and filters free from grease.
2. Keep oven doors closed when not in use.
3. Ventilate the gas oven for several minutes before lighting it.
4. Do not clean the oven or stove until it has cooled.
5. Have all safety devices in place when machines are to be used.
6. Turn off any machinery left running through oversight.
7. Pull the plug or throw the switch to "off" before cleaning or adjusting any machine.
8. Keep fingers, hands, utensils, bowls, etc. away from moving parts of any machine.
9. Wait until the machine stops before removing food.
10. Do not start the mixing machine until the bowl or kettle is properly placed and "beaters" securely fastened.
11. Be certain hands and floor are dry before touching an electrical socket or electrical equipment.
12. Turn hot water faucets on cautiously.
13. Use care in handling glasses and dishes.
14. Scrape and sort dishes carefully to avoid breakage.
15. Use a pan and broom to sweep up broken glass or china.  
Use a dampened towel to pick up slivers.
16. Use care when reaching for or handling knives, forks, and other sharp objects.
17. Learn the proper method for sharpening knives.
18. Place scraps of food and refuse in proper containers as marked.
19. Do not fill refuse containers to overflowing.

USE AND CARE OF EQUIPMENT SAFETY

(cont.)

20. Do not use defective equipment.
21. Do not allow unauthorized people to make electrical or mechanical equipment repairs.
22. Keep each piece of equipment in its proper place.
23. Teach each employee how to operate and when to use fire extinguishers in various work areas in the kitchen and storage areas.

Many serious accidents can and do occur in the kitchen. Safety in this area depends on good employee training. Employees must be taught to practice the correct care and use of equipment. Procedures and techniques which help reduce the possibility of an accident must be stressed, repeated, and employed continually on the job and in -service training.

ENVIRONMENT SANITATION RULES

1. Keep floors clean in the foodservice storage, kitchen, dining room and dish washing area.
2. Keep walls and ceilings clean in foodservice areas clean.
3. Keep all ventilation hoods and fixtures clean.
4. Kitchens are a common source of accidental fire. Kitchen finishes should all be smooth, clean and noncombustible. Exhaust fans, hoods, filters and related cooking equipment subject to accumulation of grease should be cleaned on a scheduled basis. Range hoods should all be equipped with filters or exhausted directly to the exterior to avoid grease accumulation in duct work.
5. Keep insects, rodents and other pests under control in all areas of foodservice department.
6. Keep food and equipment protected at all times from dust, flies, rodents and other vermin.
7. Garbage containers shall be leakproof and nonabsorbent and have close fitting covers.
8. Prior to pickup, store all garbage and food waste so as to be inaccessible to vermin.
9. Cleaning and non-food supplies shall be kept separate from food supplies.
10. All supplies should be clearly labeled.
11. Store cleaning equipment, after it has been thoroughly cleaned, in a well-ventilated area outside the food preparation area.

EQUIPMENT AND UTENSIL SANITATION

1. Wash, rinse and sanitize all utensils (pots, pans, meat slicers, food grinders, etc.) used in the storage, preparation and service of food after each usage.
2. Wash, rinse, and sanitize all tabletops, counters or other work surfaces that come in contact with raw or cooked food.
3. Clean all cooking surfaces at least once a day.
4. Tongs, forks, spoons, spatulas, scoops and other suitable utensils should be used to reduce the contact and handling of food during its preparation and service.
5. Clean refrigerator, stove, and other large storage and food preparation equipment at least once a week.
6. Do not lounge or sit on work counters or other surfaces where food is processed or prepared.
7. Do not place clothing, shoes, or other personal items on work surfaces.
8. Do not use dish washing sinks for hand washing. Use hand washing sinks provided in the kitchen and restrooms.  
(Soap and single service towels shall be provided as part of the hand washing facilities. Hand washing signs shall be posted in each toilet facility used by employees.)

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### FOOD STORAGE SANITATION

1. Store canned and dry food items off the floor (at least 6") on clean racks or shelves to protect them from splash and other contamination.
2. Store canned and dry food items in well ventilated areas that have a temperature range of 60 to 65 degrees F.
3. Store food in refrigerated areas that are equipped with thermometers that record accurate degrees of temperature with +2 degrees F and place them where they can be read easily.
4. Store foods to be held or leftovers at a temperature range of 45 degrees F or below.
5. Store frozen foods at 0 degree F or below.
6. Maintain all readily perishable foods that are not refrigerated at safe temperatures - hot foods at 140 degrees F or above - cold foods at 45 degrees F or below.
7. If the same refrigerator is used to store both cooked and raw food, store cooked foods above raw foods to prevent contamination of prepared products.
8. Storage facilities for dry storage of non-perishable foods should be of adequate size and located as near as possible to both the kitchen receiving and food preparation areas.
9. To prevent contamination of food supplies, do not store any foods under moist or dripping pipes.

FOOD STORAGE SANITATION

(cont.)

10. Bulk foods that have been opened should be kept closed. If bulk foods are placed in metal or plastic storage containers, the side and lids of such containers should be clearly marked with the name of the staple food that is stored in it. (Example: SUGAR). Use letters at least 6" high, containers should be on dollies or have casters attached for ease of moving and cleaning.
11. Food removed from the original container or package is to be protected from contamination by storing in clean, covered, sanitized containers maintained at safe temperatures and properly labeled.



FOOD PREPARATION SANITATION

1. Use convenient and suitable utensils, such as forks, knives, tongs, spoons, or scoops for the preparation of food items to minimize the handling of food.
2. Wash thoroughly all fruits and vegetables before they are cooked or served.
3. Heat all stuffings, poultry and stuffed meats to a minimum internal temperature of 165 degrees F with no interruptions of the initial cooking period.
4. Cook all pork and pork products, which have not been specially treated to destroy trichinae, until all parts of the meat are heated at least 150 degrees F.
5. Prepare readily perishable foods such as meat, salads, poultry salads, potato salads, egg salad, cream filled pastries, etc. (prepared from chilled products) with a minimum of hand contact, and on counter tops and with utensils which are clean and sanitized.
6. Custard, cream fillings, or similar products, unless served immediately while hot, should be refrigerated at 45 degrees F or below promptly after preparation until served. Divide large batches of solid foods or semi-foods (custards, cream filling, etc) into shallow pans before placing in refrigerator to cool. Bacterial growth will be reduced.

FOOD PREPARATION SANITATION

(cont.)

7. Never let readily perishable foods stand at room temperature after preparation - cool rapidly and refrigerate at 45 degrees F or below.
8. Use pasteurized milk and milk products for food preparation and service.
9. A spoon or other utensil used for tasting food should not be re-used until it has been cleaned and sanitized.
10. Thaw potentially hazardous food at refrigerator temperatures of 45 degrees F or below.

WASHING OF FOOD CONTAINERS AND UTENSILS

(Dishwasher and Hand Dish Washing).

Pots, pans and cooking utensils, and food containers shall be properly washed, rinsed, disinfected, and dried in a sanitary manner to conform to the following standards:

1. Scraping to remove food particles.
2. Pre-rinsing and proper stacking.
3. Mechanical Dish Washing:
  - A. Washing in clear water maintained at 140 degrees to 160 degrees F containing recommended amount of effective detergent or washing compound.
  - B. Rinsing in water maintained at 180 degrees F.
  - C. Drying by air.
4. Hand Dish Washing:
  - A. Washing in clear water maintained at 100 degrees to 120 degrees F containing recommended amount of effective detergent or washing compound.
  - B. Rinsing in clear, hot water.
  - C. Sanitizing by use of a sanitizing agent recommended by the Department of Health or immersing in water at temperature of 170 degrees to 180 degrees F.
  - D. Drying by air.

INSTRUCTIONS FOR THE OPERATION AND CARE OF DISHWASHERS

1. All dishes, utensils, pots and pans should be thoroughly rinsed and free of food particles.
2. Racking Equipment:  
Dishes, utensils, pots and pans should be inverted in the mesh bottom section of the rack. Do not nest the equipment as the water must have free access to both sides.
3. To Operate:  
Run the rack into the machine and unload equipment for air drying process. Repeat process as many times as needed.
4. Clean:  
Wipe out the interior of the machine and tank regularly. Lift out the strainer pan and overflow cover and clean any food particles as they accumulate. Inspect the wash arm often and see that the spray nozzles are clean and unobstructed.
5. Detergent:  
Never use soap or soap powder. Use only the dishwasher detergent that is issued for the dish machine. Dishwasher detergent is extremely caustic so keep it in a labeled container.

INSERVICE - GARNISHING

I. What is a Garnish?

A garnish is an edible, decorative food item used to enhance the aesthetic appeal of another food item.

II. The Importance of Appearance:

Customers eat for enjoyment as well as nutrition and sustenance. Cooking is an art, and it must be appealing to the customer's sense of taste, smell and sight.

The customer's first impression of a plate of food sets their expectations and stimulate their appetite.

If our food looks like it has been carelessly served, tossed onto the plate in a sloppy manner, our customers will assume it was cooked with the same lack of care.

Making food look good depends on two very important factors:

- proper cooking techniques
- serving attractive food

Note: These factors depend on: neatness, carefulness, and  
common sense = PROFESSIONALISM

INSERVICE - GARNISHING

(cont.)

III. Balance:

- A. Color: two or three colors on a plate are more interesting than just one.
- B. Shapes: a variety of shapes and forms are important to the plate presentation.
- C. Textures: good balance requires a variety of textures on a plate.
- D. Flavors: even though a customer can not see flavors that does not mean that they aren't important.

IV. A Simple Garnish Should Be:

- Edible
- Appropriate to the Food
- Planned with consideration to the layout of the food on the plate, not placed haphazardly.

V. Arrangement on the Plate:

- A. Keep food off the rim of the plate.
- B. Arrange items for the convenience of the customer.  
(Main dishes should be directly in front, with accompaniments and the garnish to the rear and sides.)
- C. Keep space between items.  
(Don't pile or heap food items on a plate.)
- D. Make the garnish count.  
(Garnishes are added not just for color, but to balance out a plate by providing an additional element.)

INSERVICE - GARNISHING

(cont.)

SIMPLE GARNISHES

- I. Cucumbers - scored with a fork or channel knife
- II. Mushrooms - fluted
- III. Radishes, tomatoes - roses
- IV. Scallions - brushes
- V. Melons, pickles, strawberries - fans
- VI. Lemons, oranges - twists or crowns

UNITS OF MEASURE

Units of Measure - U.S. System

Weight

1 pound	=	16 ounces
---------	---	-----------

Volume

1 gallon	=	4 quarts
----------	---	----------

1 quart	=	2 pints
---------	---	---------

or

4 cups

or

32 (fluid) ounces

1 pint	=	2 cups
--------	---	--------

or

16 (fluid) ounces

1 cup	=	8 (fluid) ounces
-------	---	------------------

1 (fluid) ounce	=	2 tablespoons
-----------------	---	---------------

1 tablespoon	=	3 teaspoons
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Length

1 foot	=	12 inches
--------	---	-----------

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Note: One fluid ounce (usually called, simply "ounce") of water weighs one ounce. One pint of water weighs one pound.



SCOOP SIZES

<u>Scoop Number</u>	<u>U.S Measure</u>		<u>Metric Measure</u>	
	<u>Volume</u>	<u>Approximate Weight</u>	<u>Volume</u>	<u>Weight</u>
6	2/3 cup	5 oz.	160 ml.	140 g.
8	1/2 cup	4 oz.	120 ml.	110 g.
10	3 fl. oz.	3 - 3 1/2 oz.	90 ml.	85-100 g.
12	1/3 cup	2 1/2 - 3 oz.	80 ml.	70-85 g.
16	1/4 cup	2 - 2 1/2 oz.	60 ml.	60-70 g.
20	1 1/2 fl. oz.	1 3/4 oz.	45 ml.	50 g.
24	1 1/3 fl. oz.	1 1/3 oz.	40 ml.	40 g.
30	1 fl. oz.	1 oz.	30 ml.	30 g.
40	0.8 fl. oz.	0.8 oz.	24 ml.	23 g.
60	1/2 fl. oz.	1/2 oz.	15 ml.	15 g.

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Note: Weights vary greatly with different foods, depending on how compact they are. Best practice is to weigh a scoopful of an item before proceeding with portioning.

ABBREVIATIONS OF U.S. UNITS USED  
THROUGHOUT THIS MANUAL

Pound	lb.
Ounce	oz.
Gallon	gal.
Quart	qt.
Pint	pt.
Cup	cup (abbreviation not used)
Fluid ounce	fl. oz. or oz.
Tablespoon	tbsp.
Teaspoon	tsp.
Inch	in.

CATEGORY:	YIELD: PORTION:	RECIPE:	NUMBER:
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
CATEGORY	YIELD: PORTION:	RECIPE:	NUMBER:
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD

REFRIGERATION CHECKLIST

MONTH/YEAR \_\_\_\_\_

DATE	COOLER TEMPERATURE		FREEZER TEMPERATURE	
	A.M.	P.M.	A.M.	P.M.
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				

SPOILAGE/WASTE RECORD

MONTH/YEAR \_\_\_\_\_

DATE	PRODUCT WITH DAMAGE DESCRIPTION	QUANTITY
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		

DAILY FOOD PREP LIST

<u>ITEM</u>	<u>BUILD TO</u>	<u>INVENTORY</u>	<u>PREP</u>	<u>TIME FRAME</u>
Salads				
Cottage Cheese				
Jello				
Pudding				
Fruit				
Turkey				
Ham				
Roast Beef				
Chicken Salad				
Tuna Salad				
Egg Salad				
Provolone Cheese				
Swiss Cheese				
Lettuce				
Tomatoes				
Mayonnaise				

DELIWORKS CAFETERIA

QUESTIONNAIRE

Please rate the following with 5 being excellent and 1 being poor:

1. What is your overall impression of Deliworks?

5	4	3	2	1
Excellent	Very Good	Good	Fair	Poor

2. How would you rate the variety and quality of the food items currently offered at Deliworks?

5	4	3	2	1
Excellent	Very Good	Good	Fair	Poor

3. How would you rate the customer service of this operation?

5	4	3	2	1
Excellent	Very Good	Good	Fair	Poor

4. On the average, how often do you eat at Deliworks?

Everyday	1-2 Times/Week	1-2 Times/Month	Never
----------	----------------	-----------------	-------

5. Are there any food items you wish to see added to our new menu?

Yes

No

If yes, what \_\_\_\_\_

DELIWORKS QUESTIONNAIRE

(cont.)

6. Would you like to see more "theme" oriented breakfast and lunch specials?

Yes

No

If yes, what \_\_\_\_\_

7. Have you noticed any changes at Deliworks recently that have been unsatisfactory?

Yes

No

If yes, what \_\_\_\_\_

8. If you are not currently eating at Deliworks, what would interest you to become a patron?

Additional Comments \_\_\_\_\_

Name of Agency: \_\_\_\_\_

PLEASE RETURN THIS FORM TO CAFETERIA WHEN COMPLETED.



CATEGORY	YIELD: 25 portions	RECIPE:	NUMBER:
Salads - protein	<b>PORTION:</b> 3 1/2 oz./3 oz. #10 scoop - salad plate #12 scoop - sandwich	Chicken or Turkey Salad	1

INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Cooked chicken or turkey - 1/2 in. thick-dice	3 lb.		1) Dice chicken and celery
Celery - 1/4 in. thick-dice	1 1/2 lb.		2) Combine all ingredients in a mixing bowl. Toss gently until thoroughly mixed.
Mayonaise	1 pt.	2 cups	<u>Garnish:</u> Lettuce cups for underliners
Lemon Juice	2 oz.	2 tablespoons	Parsley/watercress sprigs
	Salt	dash	
	White Pepper	dash	

CATEGORY	YIELD: 25 portions	RECIPE:	NUMBER:
Salads - protein	<b>PORTION:</b> 3 1/2 oz./3 oz. #10 scoop - salad plate #12 scoop - sandwich	Tuna Salad	2
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Drained, flaked canned tuna - water packed	3 lb.		1) Drain tuna
Celery	1 1/2 lb.		2) Dice celery - 1/4 in. thickness, chop onion and pickles.
Chopped onion	2 oz.	2 tablespoons	3) Combine all ingredients in a mixing bowl. Toss gently until thoroughly mixed.
Chopped pickles	4 oz.	4 tablespoons	
Mayonaisse	1 pt.	2 cups	<u>Garnish:</u>
Lemon Juice	2 oz.		Parsley Sprigs Lemon slices
	Salt	dash	
	White Pepper	dash	

CATEGORY	YIELD: 25 portions	RECIPE:	NUMBER:
Salads - protein	<b>PORTION:</b> 3 1/2 oz. #10 scoop - salad plate	Dilled Shrimp Salad	3
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Cooked, peeled deveined shrimp	3 lb.		1) Cut the shrimp into 1/2 in. pieces. If shrimp is very sm, leave them whole.
Celery, sm. dice	1 1/2 lb.		2) Combine the celery and shrimp in a bowl.
Mayonaise	1 pt.	2 cups	3) Mix together the mayonaise, lemon juice, salt and white pepper in a separate bowl
Lemon Juice	2 oz.	2 tbasp.	4) Add the dressing to the shrimp mixture. Toss gently until mixed.
Dillweed, dried	2 tsp.		
	Salt		<u>Garnish:</u>
	White pepper		Lettuce cups for underliners
			Tomato wedges

CATEGORY	YIELD: 25 portions	RECIPE:	NUMBER:
Salads - protein	<b>PORTION:</b> 3 1/2 oz. #10 scoop - salad plate #12 scoop - sandwich	Egg Salad	4
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Large, diced, hard-boiled eggs	28 ea.		1) Hard-boil eggs.
Celery	1 1/2 lb.		2) Dice eggs and celery
Mayonaise	1 pt.	2 cups	3) Chop pickles
Chopped pickle	4 oz.	4 tablespoons	4) Combine all ingredients in a mixing bowl. Toss gently until thoroughly mixed.
	Salt	dash	<u>Garnish:</u>
	White pepper	dash	Parsley sprigs

CATEGORY	YIELD: 25 portions	RECIPE:	NUMBER:
Salads - protein	PORTION: 3 1/2 oz. #10 scoop	Macaroni Salad	5
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Cooked, drained and chilled elbow macaroni	3 lb.		1) Combine all ingredients in a mixing bowl. Toss gently until evenly mixed. Adjust seasonings to taste.
Celery, diced	1 lb.		2) Keep refrigerated until ready to serve.
Green pepper, diced	4 oz.	4 tbsp.	<u>Garnish:</u>
Onion, chopped fine	2 oz.	2 tbsp.	Lettuce for an underliner
Pimento, diced	2 oz.	2 tbsp.	Tomato wedges
Mayonaise	1 pt.	2 cups	Hard cooked egg wedges
Vinegar	2 oz.	2 tbsp.	Paprika
	Salt		
	White pepper		

CATEGORY	YIELD: 25 portions	RECIPE:	NUMBER OF PAGES
Salads - protein	PORTION: 3.5 oz. #10 scoop	Pasta Salad	6
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Rotini - tricolor pasta, drained and chilled.	3 lb.		1) Cook pasta according to directions on package.
Broccoli - blanched & chopped small.	4 heads		2) Blanch broccoli and chop into small pieces.
Red onion - sliced thin.	2 lg.		3) Slice onions into thin pieces.
Tomatoes - diced	3 lg.		4) Dice tomatoes. 5) Drain black olives.
Black olives - drained & sliced	1.5 cups		6) Toss all ingredients together w/dressing- as much as necessary.
Italian dressing see recipe Salt & Pepper	As much as needed to make salad moist but not soggy		7) Season to taste.

CATEGORY	YIELD: 25	RECIPE:	NUMBER
Salads - Protein	PORTION: 3 oz. #10 scoop for the meat.	Taco Salad	7
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Taco shells Ground Beef - cooked & drained.	25 ea. 4.5 lb.		1) Cook ground beef and drain grease. Add taco seasoning to ground beef along with sauteed onions
Taco seasoning Onions - chopped	2 lg.		2) Dice tomatoes and shred lettuce. Chop chives & shred cheese.
Tomatoes - diced	5 lg.		
Lettuce - shredded Black olives- drained & sliced	3 heads-iceburg 2 cups		3) Assemble ingredients in taco bowl as follows:
Cheddar cheese- shredded	3.5 lb.		lettuce      sour cream ground beef taco sauce      chives tomatoes cheese black olives
Taco sauce Sour Cream	As needed		
Chives	3 bunch		

CATEGORY	YIELD: 25 portions	RECIPE:	NUMBER:
Salads - leafy and other	<b>PORTION:</b> 4 oz./2.5 cups of lettuce, 1 oz. ham, 1 oz. turkey, 1 oz. cheese, 1/2 egg quartered, 1/2 tomato-wedges	Chef's Salad	8
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Mixed salad greens, washed, trimmed, and crisped	6 lb.		1) Slice ham, turkey & cheese into 1 oz. slices - Julienne in strips 4 in. long and 1/4 in. wide.
Turkey breast, cut into thin strips	1 1/2 lb.		2) Hard-boil eggs. - 15 min.
Pullman ham, cut into thin strips	1 1/2 lb.		3) Peel eggs and cut into quarters
Swiss cheese, cut into thin strips	1 1/2 lb.		4) Wash tomatoes, radishes and peel carrots. Cut tomatoes into quarters. Slice radishes - paper thin cut carrots into thin sticks.
Tomato wedges or cherry tomatoes	50		5) Wash lettuce
Hard-cooked egg quarters	50		6) Place the greens in cold salad bowls, approximately 4 oz. per portion/ 2.5 cups.
Radishes	25		7) Arrange the turkey, ham and cheese strips neatly on top of the greens. Keep the items separate - do not mix them all together. (OVER)
Carrot sticks - thin	25 - 1/2 lb.		
Green pepper rings	25		



- 8) Arrange the remaining items attractively on the salad.
- 9) Hold for service. Cover so that the meats and cheese don't dry out.

CATEGORY	YIELD: 25 portions PORTION: 3 oz. #10 scoop	RECIPE:  Potato salad	NUMBER:  9
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Potatoes, waxy type or red	5 lb.		1) Scrub the potatoes. Boil until tender, but do not overcook.
Mayonaise	2 cups		2) Drain the potatoes and chill with cold running water.
Mustard	1/2 cup		3) Peel potatoes and cut into 1/2 in. dice.
Celery, sm. dice	1 lb.		4) Chop and dice celery, onion and parsley.
Onion, fine chop	4 oz.	4 tbsp.	5) Combine mayonaise, mustard, salt, pepper and chopped vegetables.
Parsley - fine chop	1/2 cup		6) Toss gently until mixed thoroughly with potatoes.
	Salt		
	White pepper		

CATEGORY	YIELD: 25 portions	RECIPE:	NUMBER
Salads - Leafy and other	PORTION: 3 oz. (2 cups)	Spinach Salad	10
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Spinach leaves, trimmed (no stems)	3 lb.		1) Wash the spinach in several changes of cold water until there is no trace of sand on them. Chill in refrigerator.
Bacon	1 lb.		2) Cook the bacon on a griddle or in the oven on a sheet pan until crisp. Drain and let cool.
Fresh, white mushrooms	3/4 lb.		3) Crumble the bacon.
Hard-cooked eggs	6 each		4) Wash the mushrooms & dry them well. Trim off the bottoms of the stems. Slice thin.
			5) Chop the eggs coarsely.
			6) Place the spinach in a large bowl. Tear large leaves into smaller pieces. Smaller leaves may be left whole.
			7) Add <del>the</del> mushrooms. Toss to mix thoroughly
			8) Portion the salad and sprinkle with chopped egg. Sprinkle with bacon

CATEGORY	YIELD: 25 portions	RECIPE:	NUMBER
Salads - leafy and other	PORTION: 3 oz. #10 scoop	Garden Coleslaw	11
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Cabbage, shredded (white & red)	4 lb.		1) Combine mayonnaise, vinegar, sugar, salt and pepper. Mix until smooth
Carrots, shredded	8 oz.	1 cup	2) Shred cabbage and carrots.
Celery, chopped	4 oz.	4 tbsp.	3) Chop celery and scallions.
Scallions, chopped	2 oz.	2 tbsp.	4) Mix all ingredients thoroughly.
Mayonnaise	1 1/2 pt.	3 cups	<u>Garnish:</u>
Vinegar	2 oz.	2 tbsp.	Lettuce leaves for underliners.
Sugar	1 oz. (optional)	1 tbsp.	Paprika
	Salt		
	White Pepper		

CATEGORY	YIELD: 25 portions PORTION: 4 oz. #8 scoop	RECIPE: Fresh fruit salad - winter	NUMBER 12a
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Orange sections	1 1/2 lb.		1) Prepare orange & grapefruit sections - or use already prepared sections.
Grapefruit sections	1 1/2 lb.		2) Dice apples and slice bananas. Place apples and bananas in citrus juice as soon as they are cut - to prevent darkening.
Diced apples	1 lb.		3) Cut the grapes in half lengthwise.
Sliced bananas	1 lb.		<u>Garnish:</u> Lettuce leaves for underliners Mint sprigs Strawberries/cherries
Grapes - seedless (red or white)	1/2 lb.		

CATEGORY	YIELD: 25 portions	RECIPE:	MEASUREMENT
Salads - fruit	PORTION: 4 oz. #8 scoop	Fresh fruit salad - summer	12b
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Cantalope - diced	1 1/2 lb.		1) Dice cantelope and honeydew.
Honeydew - diced	1 1/2 lb.		2) Wash, slice and core peaches.
Peaches - fresh	1 lb.		3) Wash grapes and separate from stems. Cut grapes in half - lengthwise.
Grapes - red & white seedless	1/2 lb.		4) Cut up watermelon and remove all seeds.
Strawberries - hulled and sliced	1/2 lb.		5) Combine all fruit & toss until mixed.
Watermelon - seeded	1/2 lb.		<u>Garnish:</u> Fresh mint Kiwi slices

CATEGORY	YIELD: 2 qt.	RECIPE:	NUMBER
Salad dressing	PORTION:	Italian Vinaigrette	13
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Wine vinegar	1 pt.	2 cups	1) Combine all ingredients in a bowl and mix well. 2) Mix again or stir again before using.
salt	2 tbsp.		
White pepper	2 tsp.		
Salad oil	1 1/2 pt.	3 cups	
Olive oil	1 1/2 pt.	3 cups	
Garlic - minced	1 tbsp.		
Oregano - dried	2 tbsp.		
Parsley - minced (fresh or dried)	1/4 cup		

CATEGORY	YIELD: 1 sandwich	RECIPE:	NUMBER:
Sandwiches	PORTION:	Grilled Cheese Sandwich	14
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
White, wheat or rye bread	2 slices		1) Place the slice of cheese between the two slices of bread.
Cheese; american swiss provolone	1 oz. (1 slice)		2) Butter the outsides of the sandwich and place on a griddle preheated to 350-375°
Butter			3) Cook until golden brown. Turn over and cook until the second side is golden brown and cheese starts to melt.
			4) Cut in half diagonally and serve immediately
			<u>Variations:</u> - add 1 slice (1 oz.) of ham - add 2 strips of crisp bacon. - add 1 slice (1oz.) of turkey  (Griddle as in basic recipe)



CATEGORY	YIELD: 1 sandwich	RECIPE:	NUMBER:
Sandwiches - simple	PORTION:	Meat Sandwiches	15
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
White, wheat or rye bread or hard roll/croissant	2 slices or 1 roll		1) Spread mayonnaise or mustard on top slice of bread - inside.
Roastbeef, turkey or ham	3 oz.		2) Place the meat and cheese between the two slices of bread or roll.
Cheese; American Swiss Provotone	1 oz.	1 slice	3) If lettuce leaf and tomato slice is requested, place on top of meat & cheese.
	Mayonnaise or Mustard		4) Slice diagonally
			5) Serve with potato chips - (1 oz.) and dill pickle chips - (2 oz.)

CATEGORY	YIELD: 1 sandwich	RECIPE:	NUMBER:
Sandwiches	PORTION:	Club Sandwich	16
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
White, wheat or rye bread - toasted	3 slices		1) Spread the 3 slices of toast with mayonnaise.
Lettuce - Iceberg	2 leaves		2) On the first slice, place one lettuce leaf, 2 slices of tomato, and 3 strips of bacon.
Tomato Slice - 1/4 in. thick	2 slices		3) Place the second slice of toast on top, spread side down.
Bacon - cooked crisp	3 strips		4) Spread the top with mayonnaise.
Sliced Turkey or Chicken breast	2 oz.		5) On top of this place the turkey or chicken, then the lettuce leaf.
Mayonnaise			6) Top with the third slice of toast, spread side down.
			7) Place frilled picks on all four sides - in the corners.
			8) Cut the sandwich from corner to corner in 4 triangles. (over)

9) Serve with potato chips (1 oz.) and dill pickle chips - (2 oz.)

Variation:

BLT - Bacon, lettuce & tomato using only 2 slices of toast, prepare basic recipe through step 3. Omit remaining ingredients, cut sandwich in half. diagonally. Serve with potato chips, dill pickle chips

CATEGORY		YIELD: 1 sandwich	RECIPE:		NUMBER:
Sandwiches		PORTION:	Reuben Sandwich		17
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD		
Rye bread	2 slices		1) Spread each slice of rye bread with about 2 tsp. of dressing each.		
Thousand Island dressing	4 tsp.		2) On one slice place the corned beef, then the sauerkraut, then the cheese		
Corned Beef	2 oz.		3) Place second slice of bread on top.		
Sauerkraut well drained	1 oz.		4) Butter the top of sandwich and place buttered side down on a preheated griddle.		
Swiss cheese (1 or 2 slices)	1 oz.		(Butter the other side of sandwich which is now on top.)		
Butter			5) Flip over when browned. Brown other side until sandwich is hot all through		
			6) Cut the sandwich in halves & serve immediately.		
			7) Serve with potato chips (1 oz.) and dill pickle chips (2 oz.)		

CATEGORY	YIELD: 25	RECIPE:	NUMBER
Sandwiches	PORTION: 3 oz. #10 scoop	Sloppy Joes	18
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Ground beef, cooked & drained	3 lbs.		1) Brown ground beef.
Onions-Spanish, chopped - small	2 ea. lg.		2) Pour cooked ground beef into colander and rinse well.
Green pepper - seeded and chopped small	2 ea. lg.		3) Saute onions and green pepper.
Tomato sauce	16 oz.		4) Combine ground beef, cooked onions and green pepper, tomato sauce and water in a lg. saucepan. Stir thoroughly.
Water	8 oz.		
Spices to taste: salt, pepper, cumin, chili pwr, garlic powder			5) Season to taste & cook covered for 1 hr. on medium heat.
Optional seasoning Sloppy Joe seasoning mix.			6) Serve on a hard roll w/ potato chips & dill pickle chips.

CATEGORY	YIELD: 1 sandwich	RECIPE:	NUMBER
Sandwiches	PORTION:	Submarine Sandwich	19
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Submarine roll	1 ea.		1) Split roll horizontally, but leave it hinged on one side.
Mayonaise	2 tbsp.		2) Spread roll with mayonaise.
Salami	1 oz.		3) Arrange meats and cheese in the sandwich in layers. If the slices of meat are too wide to fit, fold them in half.
Ham	1 oz.		
Bologna	1 oz.		
Provolone cheese (sliced thin)	1 oz.		4) Arrange tomato and onion and pepper slices on top of meats and cheese.
Tomato slices	2		5) Close the sandwich. Leave it whole or cut it in half for service.
Onion slices	2		6) Serve with mustard, potato chips (1 oz.) and pickle slices (2 oz.)
Green pepper rings	3		
Variation:			Omit mayonaise, meat slices and vegetable slice Place 3 (1 oz.) meatballs with sauce on submarine roll. Top with cheese and melt

cheese under the broiler for 15 seconds.

CATEGORY	YIELD:	RECIPE:	NUMBER
Sandwiches	PORTION:	Monte Cristo Sandwich	20
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
White or wheat bread	2 slices		1) Place the turkey, ham, and cheese slice on one of the pieces of bread. Top with remaining piece of bread. Butter the top and bottom pieces of bread.
Sliced turkey or chicken breast	1 oz.		2) Secure sandwich with two toothpicks placed in opposite corners.
Sliced ham	1 oz.		3) Beat the egg and milk together.
Sliced swiss cheese	1 oz.		4) Dip sandwich in the batter until completely coated with the liquid. Bread must be partially soaked.
Egg	1 ea.		5) Fry the sandwich in deep fat at 375 o until golden brown.
Milk	2 tbsp.		<u>Alternative method:</u> Omit the picks and cook on griddle until brown on both sides.
			5) Cut in half and serve immediately. (over)



7) Serve with potato chips (1 oz ) an dill pickle chips (2 oz.)

CATEGORY	YIELD: 25 sandwiches	RECIPE:	NUMBER
Sandwiches	<b>PORTION:</b> 1 sandwich with 3 oz. filling #10 scoop	Barbecued Pork or Beef Sandwich	21
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Cooked pork or beef - sliced thin	3 lb		1) Using a slicing machine, cut the meat into <u>very</u> thin slices.
Barbecue sauce	2 1/2 pt.	5 cups	2) Combine the meat and sauce in a sauce pan. Simmer uncovered over low heat for 10 - 15 minutes, until meat has absorbed some of the flavor of the sauce and the liquid has reduced and thickened slightly.
Hard rolls	25 each		3) Keep meat hot for service.
			4) For each order portion out 3 oz. of meat on the bottom half of the hard roll. Close sandwich and serve with dill pickle chips and cole slaw (2 1/1 oz. #12 scoop)

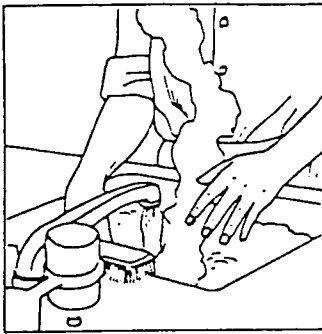
CATEGORY	YIELD: 4 pies PORTION: 1/6 of pie	RECIPE: QUICHE - cheese	NUMBER: 22
INGREDIENTS	WEIGHTS OR MEASUREMENTS	CONVERSIONS	METHOD
Pie shell - 8 inch	1 ea.		1) Sprinkle 2 tbsp. of cheese into the bottom of each pie.
Swiss cheese grated	1 ob.		2) Beat together the eggs, cream, milk and seasonings. Pour into pie shells
Eggs	12 ea.		3) Place the pies in a 375 0 oven on the bottom shelf.
Heavy cream	1 pt.	2 cups	4) Bake until filling is set about 25 - 30 minutes.
Milk	2 pt.	4 cups	5) Serve hot or cold. Cut into wedges of desired size.
Salt	2 tsp.		
White pepper	1/4 tsp.		
Nutmeg	1/8 tsp.		

Variations:

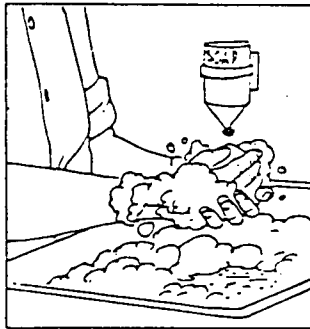
1. Quiche Lorraine - dice 1 ob. bacon strips and cook until crisp. Drain grease and add to pie shell in step #2 (over)

2. Spinach quiche - Sauté 3 oz. chopped onion in 3 oz. butter until soft. Add 1 1/2 lb. cooked, drained, chopped spinach. Sauté until most of the liquid has evaporated.
3. Seafood quiche - Substitute 8 oz. cooked diced shrimp and 8 oz. cooked, diced crabmeat for the cheese. Add 3 oz. sherry & 2 oz. tomato paste to egg mixture.

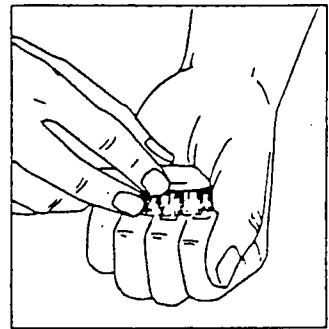
## PROPER HANDWASHING TECHNIQUE



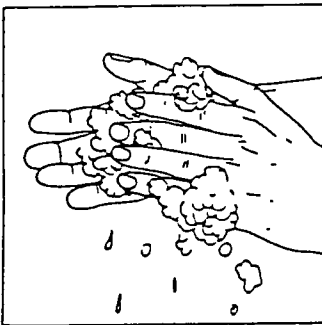
1. Use water as hot as the hands can comfortably stand.



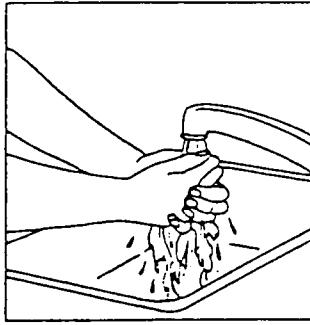
2. Moisten hands, soap thoroughly, and lather to elbow.



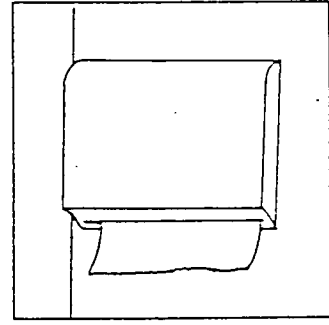
3. Scrub thoroughly, using brush for nails.



4. Rub hands together, using friction for 20 seconds.

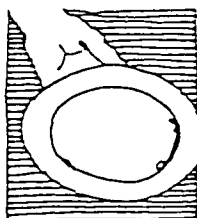


5. Rinse thoroughly under running water.

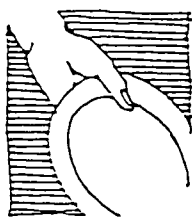


6. Dry hands, using single-service towels or hot-air dryer.

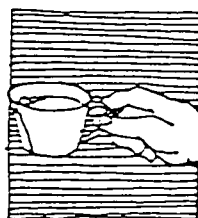
# SANITARY MANNER OF CARRYING UTENSILS AND SERVING FOOD



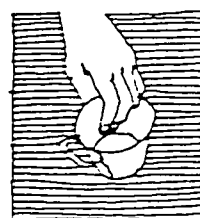
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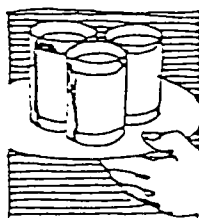
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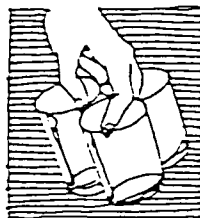
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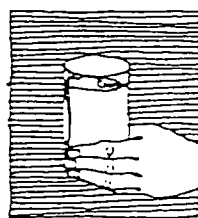
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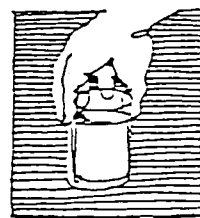
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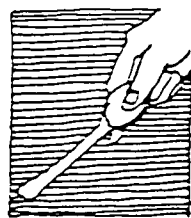
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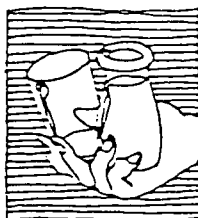
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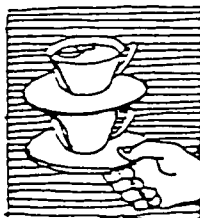
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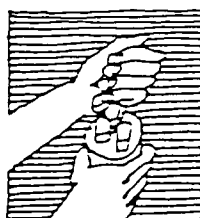
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